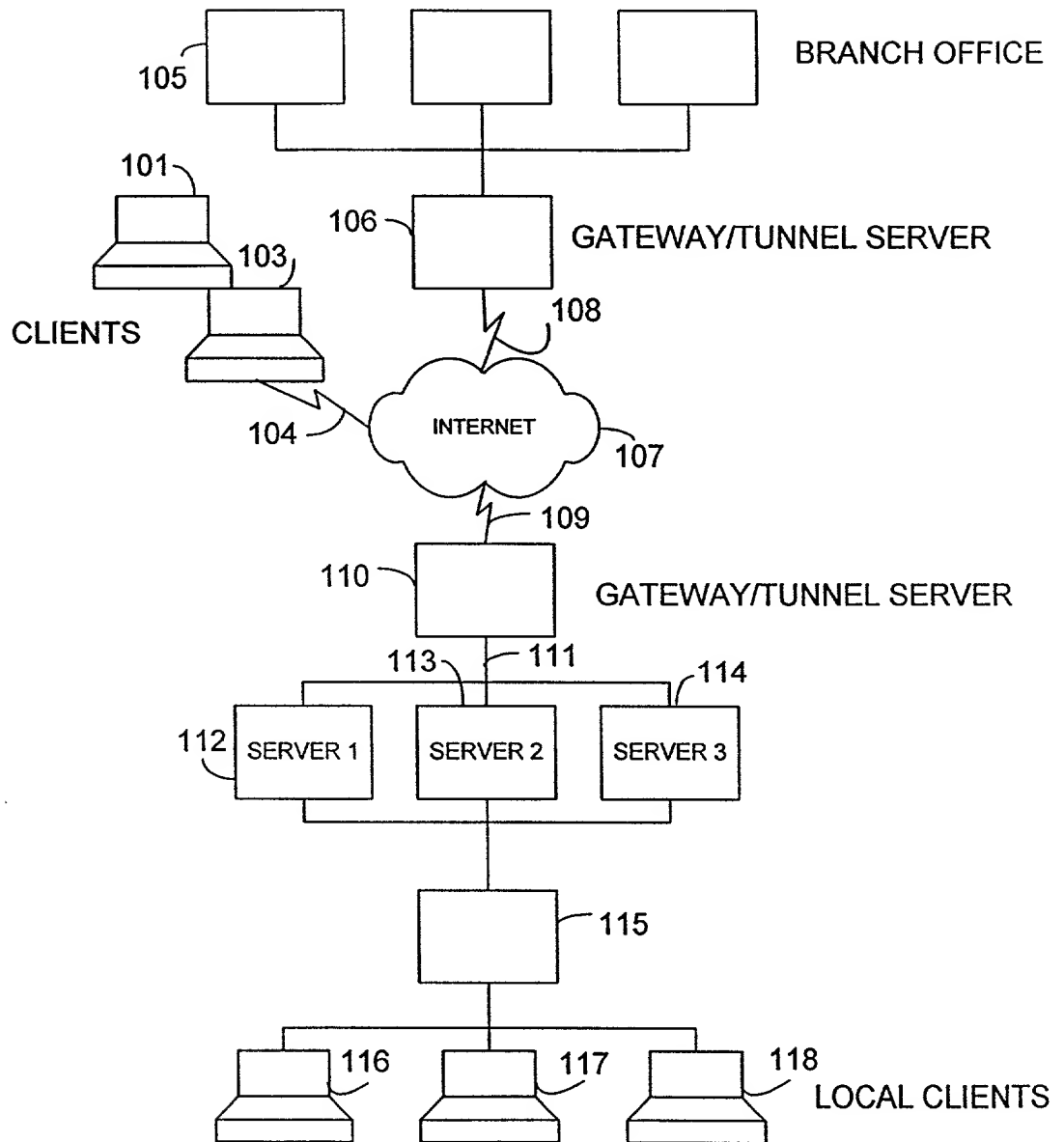


100 TYPICAL INTERNET NETWORK  
CONFIGURATION



**FIG. 1**

## 200 TYPICAL GENERAL PURPOSE COMPUTER

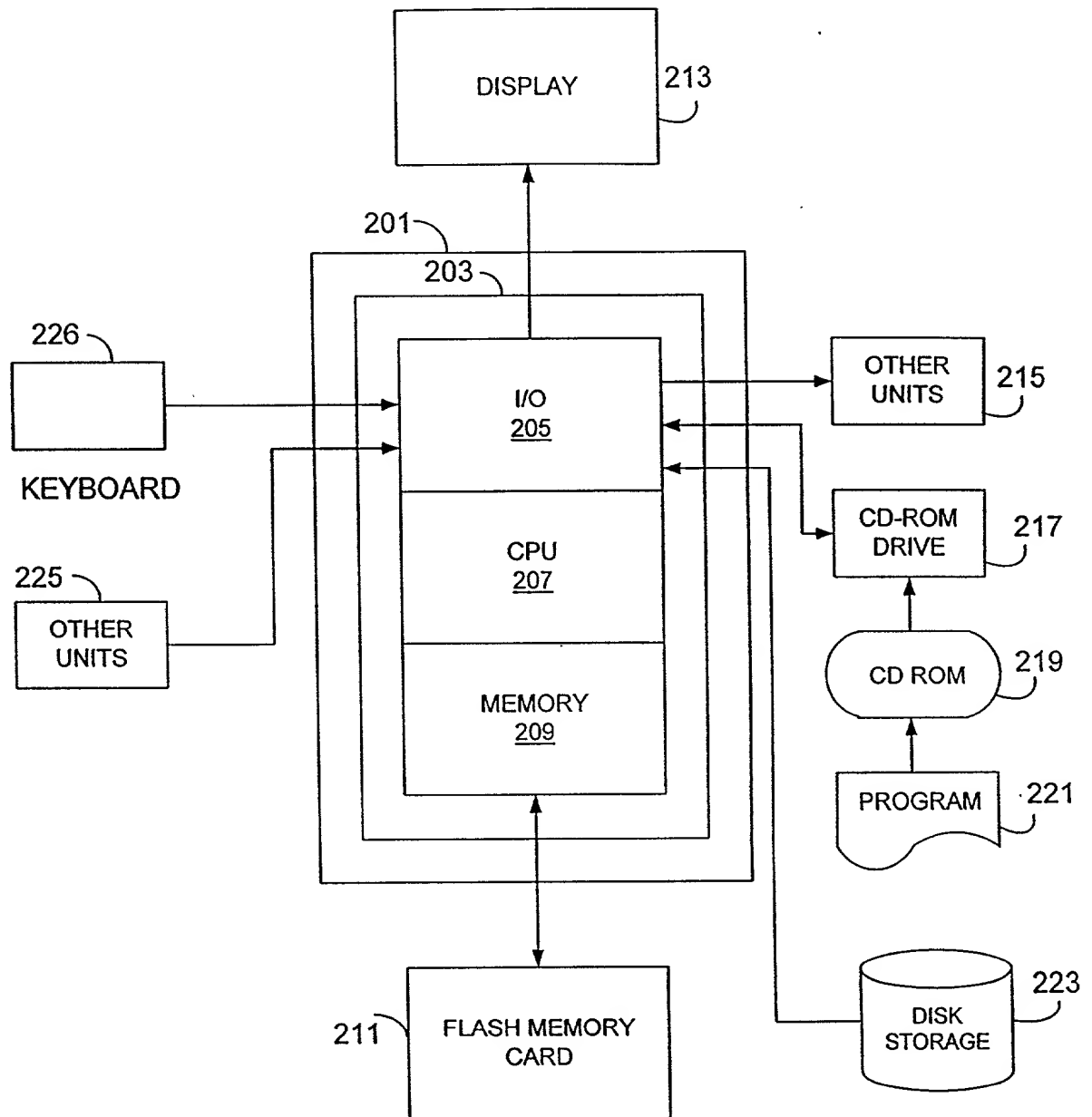


FIG. 2

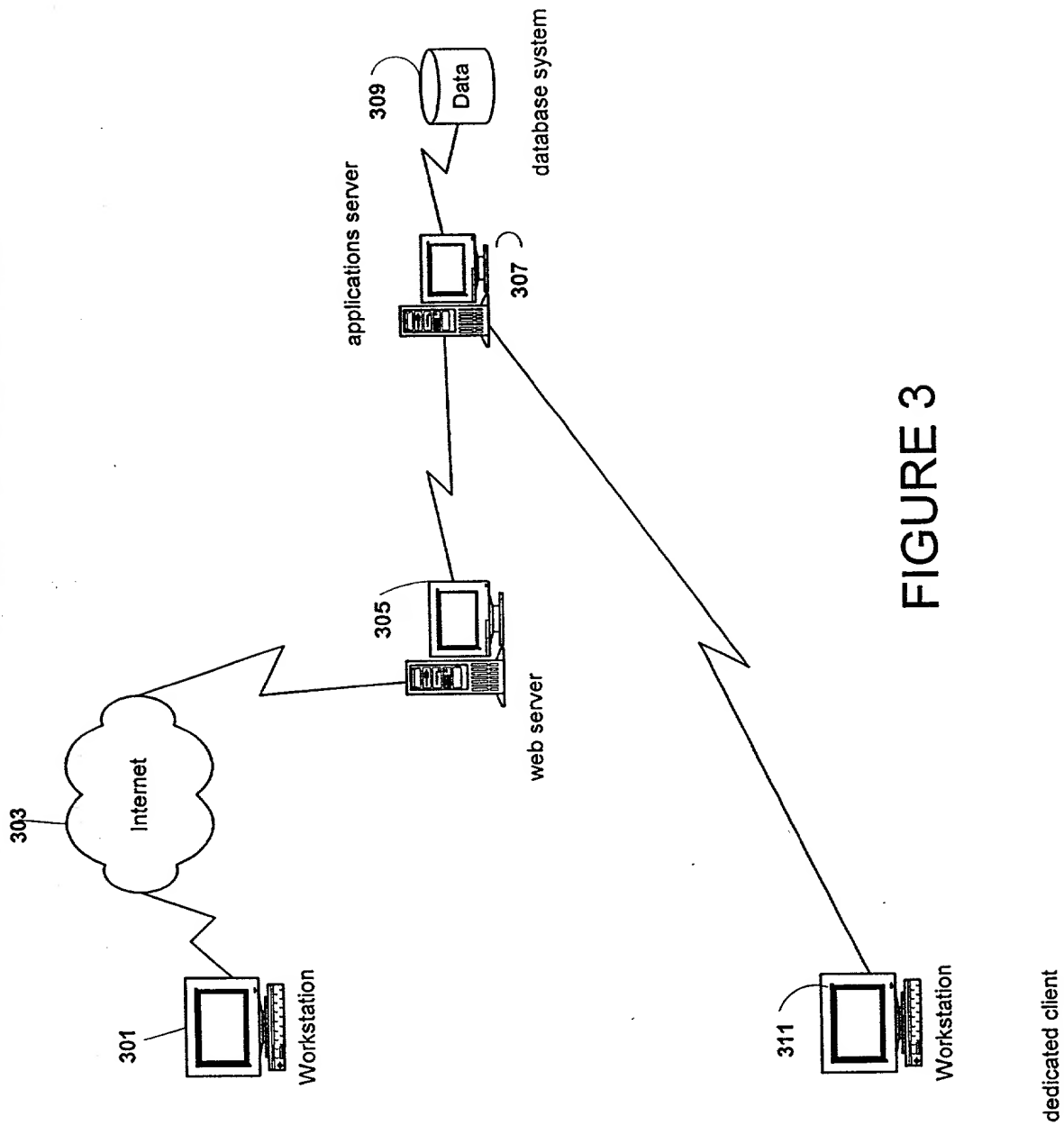
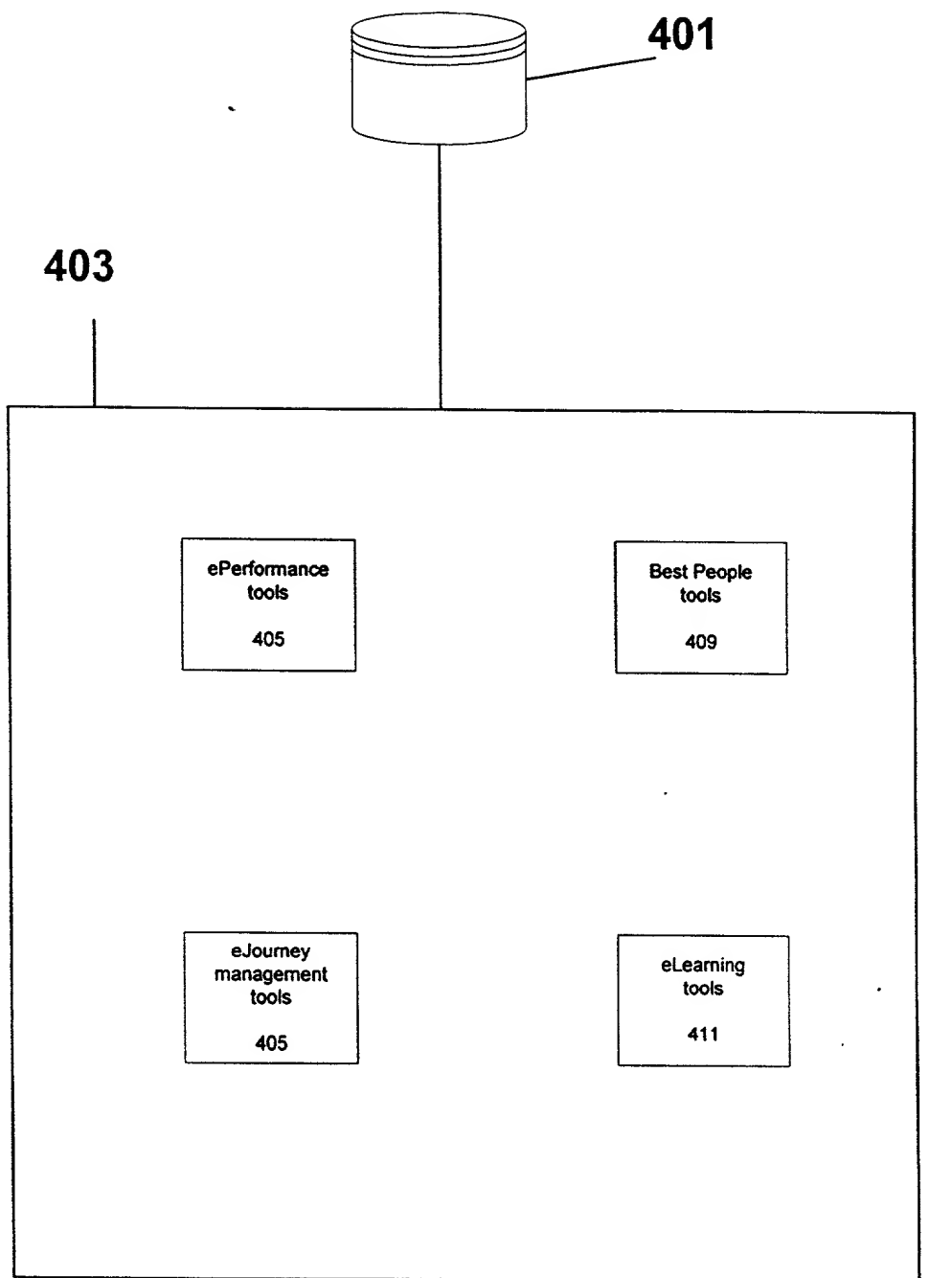


FIGURE 3

400

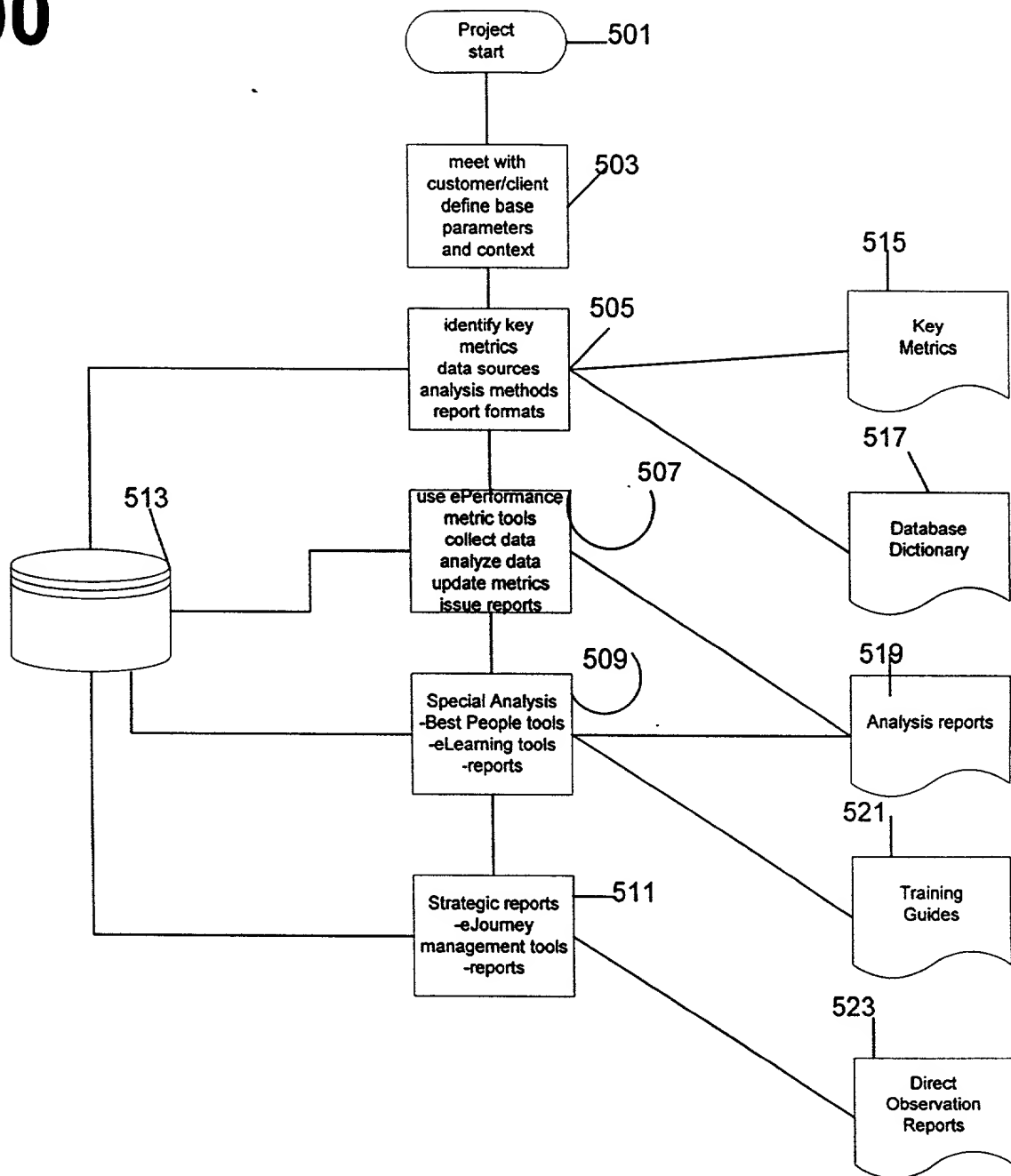
401

403



**FIGURE 4**

# 500



**FIGURE 5**

## *ePerformance Metrics for Clicks & Clicks Transformation*

	601 Concept (T-1)	603 Seed (T)	605 Venture Funding (T+1)	607 Viability (T+2)
<b>Team</b>	Visionaries	Visionaries + Small Execution Team	Core Positions Filled	Team Complete
<b>Funding</b>	Minimal to None	\$250-500K	\$1M+ As Needed	Self-Funding or Liquidity
<b>Product/ Service</b>	Concept	Prototype	Customer Trial	Second Generation
<b>Customer</b>	Customer Need Identified	Letter of Intent/ Stakeholdering	Orders/ Contracts	Focus on Satisfaction
<b>Business Plan</b>	High-Level	Complete	Tested and Modified	Ongoing Improvements

611 609 615 61:

### FIGURE 6



DeploymentCentral.com

express41  
update pro  
virtual sun

Welcome guest Please select  
a Deployment Central tool:

## Knowledge

Executive Scorecard

Mine for Data

## Planning

Calendar

Workplans

Issues Log

## Contributions

Accomplishments (S

Feedback

Discussion Forum

## Reports

Special Reports

try these featured tools:



703	705	707	709	711	713
719	717	715			
701					

Learn a Little!

FIGURE 7

800

<b>Knowledge</b>	— 801
Executive Scorecard	— 803
Mine for Data	— 805
<b>Planning</b>	— 807
Calendar	— 809
Workplans	— 811
Issues Log	— 813
<b>Contributions</b>	— 815
Accomplishments (Status)	— 817
Feedback	— 819
Discussion Forum	— 821
<b>Reports</b>	— 823
Special Reports	— 825

FIGURE 8







## Executive Scorecard

FEBRUARY, 2001 RESULTS

1000

**Click to view scorecard information:**

### **Program Management / Financial-1001**

- ◆ How many accounts have been converted?
- ◆ What is the expected budget spent to date, versus actual incurred cost and percent work complete?

### **Capability Development-1003**

- ◆ How ready is the field for upcoming conversions?
- ◆ How ready is the system for upcoming conversions?

### **Capability Deployment – 1005**

- ◆ Are we deploying the system as efficiently as possible, while minimizing disruption to the field?
- ◆ Are constituents satisfied?

### **Business Impact - 1007**

- ◆ Are we realizing significant business benefits?

### **Issues – 1009**

- ◆ What are the top issues?

**FIGURE 10**

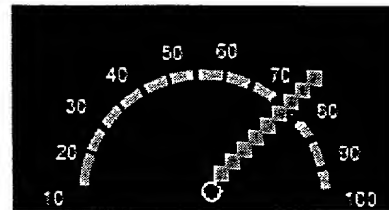
## PM / Financial Metrics

How many accounts have been converted? 1101

STATUS: GREEN

1103

Percent BTNs Converted in MDVW

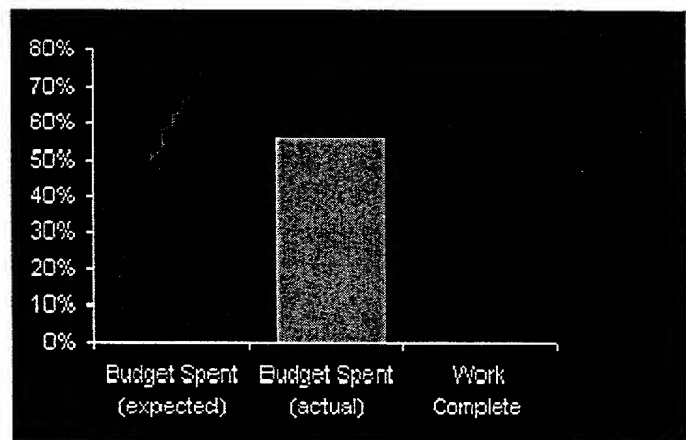


1102

What is the expected budget spent to date, versus actual incurred cost and percent work complete? 1105

STATUS: YELLOW

1107



1106

[ Capability Development | Capability Deployment | Business Impact | Issues ]

FIGURE 11

## ■ Capability Development

How ready is the field for upcoming conversions? <sup>1201</sup> STATUS: GREEN <sup>1203</sup>

<sup>1209</sup>	BU1	BU2	BU3	
	North	North	North	GOAL
% Supervisors Trained	<X%	<X%	<X%	100%
% Reps Trained	<X%	<X%	<X%	100%
% Desktops Converted	TBD	TBD	TBD	100%

How ready is the system for upcoming conversions? <sup>1205</sup> STATUS: GREEN <sup>1207</sup>

<sup>1211</sup>	BU1	BU2	BU3	
	North	North	North	GOAL
% Accounts Clean	TBD	TBD	TBD	N/A
% SO Error (pilot)	TBD	TBD	TBD	<5%
% Availability (pilot)	TBD	TBD	TBD	>99%
% Requirements Met	TBD	TBD	TBD	100%
GO / NO GO	GO	GO	GO	

[ PM/Financial Metrics | Capability Deployment | Business Impact | Issues ]

**FIGURE 12**

## ■ Capability Deployment

Are we deploying the system as efficiently as possible, while—1301  
minimizing disruption to the field? STATUS: GREEN 1303

	BU1		BU2		BU3		1305
	South	North	South	North	South	North	
<b>Conversion</b>							1307
Success Rate	XX%	N/A	XX%	N/A	XX%	N/A	
IT Adherence to Weekend Conversion Schedule	High	N/A	High	N/A	High	N/A	
Morning-After Problems Reported by Call Centers	Low	N/A	Low	N/A	Low	N/A	
<b>Post-Conversion Site Support</b>							1309
Time to Exit	Limited support still on site	N/A	Limited support still on site	N/A	Limited support still on site	N/A	
<b>Post-Conversion Call Center Metrics</b>							1311
Contact Length (AHT)	XXX seconds (South avg)	N/A	N/A	N/A	N/A	N/A	
Service Level	XX% (South avg)	N/A	XX% (South avg)	N/A	N/A	N/A	

Are constituents satisfied?— 1313

	BU1		BU2		BU3	
	South	North	South	North	South	North
Field Directors	Constituents will be surveyed Q2 2001.					
Field Managers						
Reps						

**FIGURE 13**

## Business Impact

Are we realizing significant business benefits? **1401** STATUS: YELLOW — **1403**

	BU1		BU2		BU3		1404
	South	North	South	North	South	North	
<b>Sales &amp; Revenue in Converting States</b>							1405
Revenue per Month	\$XXM (\$XXM goal not met)	no conversion activity	\$XXM (\$XXM goal met)	no conversion activity	Not Available	no conversion activity	
<b>Service Order Accuracy in Converting States</b>							1407
System Error Rate	X%	no conversion activity	X%	no conversion activity	X%	no conversion activity	
<b>Customer Satisfaction</b>							1409
Request & Inquiry	NOV/DEC State 1: XX (XX goal not met) State 2: XX (XX goal met) State 3: XX (XX goal not met) State 4: XX (XX goal met)	no conversion activity	NOV/DEC State 1: XX (XX goal met) States 2&3: XX (XX goal not met)	no conversion activity	4Q 2000 COMPOSITE Region 1: XX Region 2: XX (XX goal met)	no conversion activity	
	POTS Provisioning NOV/DEC State 1/State 2: XX (XX goal not met) State 3: 87.5 (83.3 goal met)	no conversion activity	NOV/DEC State 1/State 2: XX (XX goal not met) State 3: XX (XX goal met)	no conversion activity		no conversion activity	

FIGURE 14

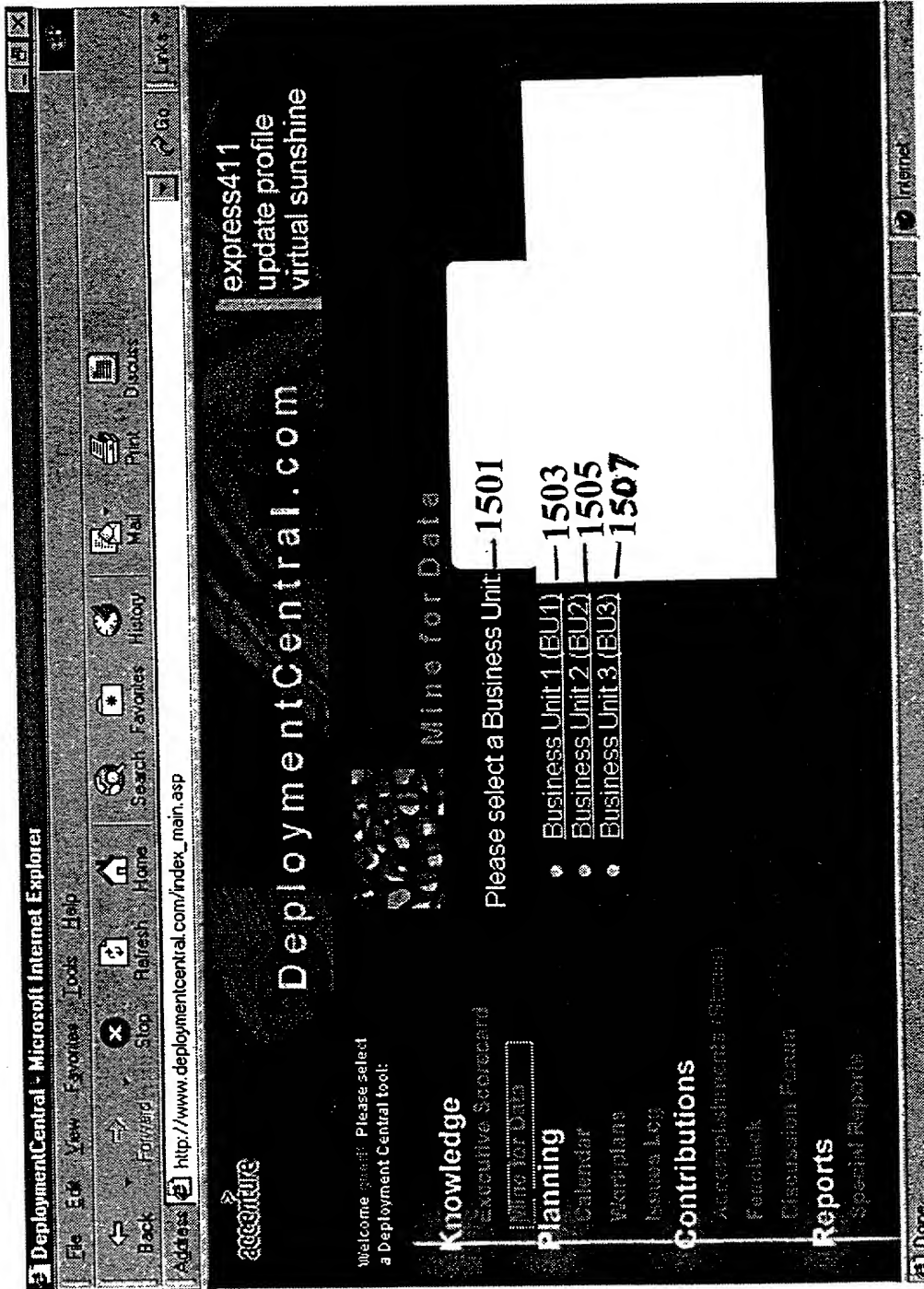


FIGURE 15



## Business Unit One (BU1)

Please select a metric category:

---

Call Center Metrics—1601

Customer Satisfaction—1605

Sales—1603

---

**Mine Another Line:**

[ Business Unit Two | Business Unit Three ]—1607

**FIGURE 16**



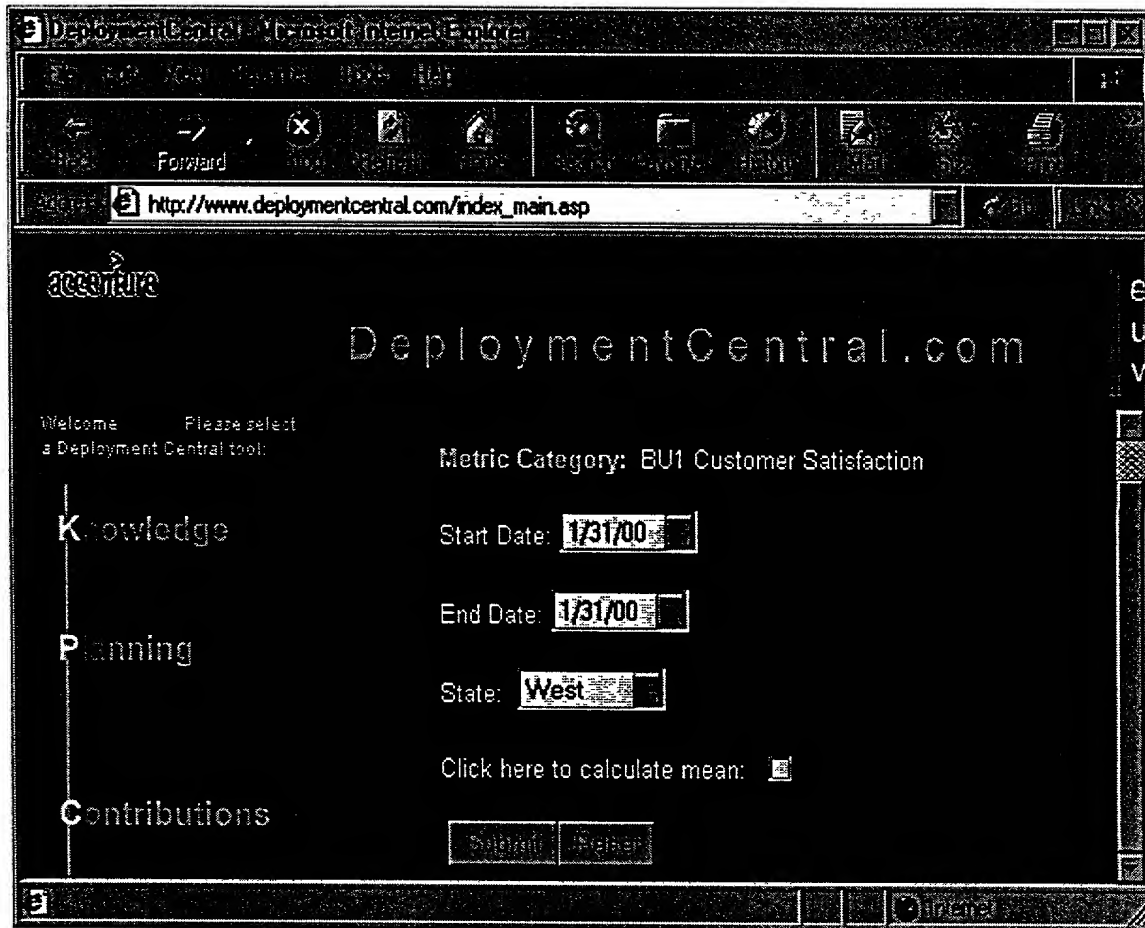


FIGURE 17

Metric Category: BU1 Call Center Metrics

Download your file here

End Date	State	Service Level	Average Spd of Answer (sec)	Offered Calls	Avg % Adherence	Avg % Occupancy	Forecast Deviation
1/31/00	AZ	0.5	73	2694	0.553	0.976	0.115
2/29/00	AZ	0.98	43	2810	0.659	0.947	0.131
3/31/00	AZ	0.67	35	2677	0.738	0.852	0.092
4/28/00	AZ	0.902	8	2651	0.84	0.758	0.095
5/31/00	AZ	0.8	6	2692	0.846	0.765	0.053
6/30/00	AZ	0.76	5	2629	0.86	0.765	0.053
7/31/00	AZ	0.1	6	2615	0.855	0.789	-0.012
8/31/00	AZ	0.56	57	2060	0.612	0.797	0.386
9/29/00	AZ	0.853	10	2895	0.874	0.793	-0.002
10/31/00	AZ	0.905	7	2802	0.873	0.761	0.03
11/30/00	AZ	0.8	7	2746	0.86	0.825	0.006

FIGURE 18

Metric Category: BU1 Customer Satisfaction

Download your file here

End Date	State	Local	Long Distance
1/31/00	West	0.709	0.638
2/29/00	West	0.706	0.623

**FIGURE 19**

**Metric Category:** BU1 Sales

Start Date:   2001

End Date:   2003

State:   2005

Click here to calculate mean: ☐ 2007

**FIGURE 20**

Metric Category: BU1 Sales

Download your file here

End Date	State	MTD Goal	System Revenue	Percent Attained of Objective
1/31/00	AZ	4020759	3379770	0.8406
2/29/00	AZ	2989259	2682387	0.8973
3/31/00	AZ	3028901	2287889	0.7554

**FIGURE 21**



## Calendar

Click your calendar to continue:

- Team A Calendar
- Team B Calendar

**FIGURE 22**

Figure 22 shows a screenshot of a calendar application. The calendar is displayed in a grid format, showing the days of the month. The days are arranged in rows and columns, with the days of the week labeled at the top. The calendar is currently showing the month of January. The days are numbered 1 through 31. The calendar is displayed in a dark theme, with the days of the week labeled in white text. The calendar is currently showing the month of January. The days are numbered 1 through 31. The calendar is displayed in a dark theme, with the days of the week labeled in white text.

# Centralized Deployment Calendar

Your header goes here

Navigate: 2000    Jan Feb Mar Apr **May** Jun Jul Aug Sep Oct Nov Dec    2002

May 2001

Monday		Tuesday		Wednesday		Thursday		Friday	
30	Apr	1	May	2		3		4	
7		8		9		10		11	
14		15		16		17		18	
21		22		23		24		25	
28		29		30		31		1	Jun

Display: Year Month Week Day    Block List Condensed    Abs Slide    Calendars:    Search  
 Add Events: Daily Duration Periodic    Administer:    This Calendar

Calendars Net  
 free online interactive web calendars

**FIGURE 23**



## Workplans

During the first quarter of 2001, new functionality will be added to this site using Microsoft Project Central. This tool will enable users to view and edit workplans online. To learn more about Project Central, click the link below.

● [Microsoft Project Central](#)

**FIGURE 24**





## Issues Log

What do you want to do?

- Enter New Issue **2501**
- View Existing Issues **2503**
- Close Issue **2505**

**FIGURE 25**

[ View Existing Issues | Close Issue ]

## Enter a New Issue

---

Please enter new issues one at a time (all fields are mandatory):

Risk/issue description:	<div></div>	
Issue resolution target date:	<div></div> -- mm/dd/yy	
Assign an issue owner:	First Name	<div></div>
	Last Name	<div></div>
Priority:	<div><input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High</div>	

**NOTE:** You will be automatically listed as the person who logged this issue. Only you will be able to close this issue.

**FIGURE 26**

[ Enter a New Issue | Close Issue ]

## View Existing Issues

---

To view existing issues, please select priority and status. If you wish to change the status of an issue, make note of the issue number and click here.

Priority:  — 2701

Status:  — 2703

  — 2705

### Database Results Error

— 2707

[Microsoft][ODBC Microsoft Access Driver] Could not find file '(unknown)'.  
One or more form fields were empty. You should provide default values for all  
form fields that are used in the query.

FIGURE 27

[ Enter a New Issue | View Existing Issues ]

## ■ Close Issue

---

If an issue is completely resolved, you may update its status here. An issue can only be closed by the person who logged it. Enter the issue number to proceed. If you do not know the issue number, click [here](#) to search for it.

Issue Number:

Close Issue

FIGURE 28



## Accomplishments (Status)

What would you like to do?

- Submit Accomplishments —2901
- View Accomplishments —2903

**FIGURE 29**

Figure 29: Accomplishments (Status) menu. The menu shows two options: 'Submit Accomplishments' (2901) and 'View Accomplishments' (2903). The 'Submit Accomplishments' option is highlighted with a black background and white text, while the 'View Accomplishments' option has a white background and black text.



## Weekly Accomplishments

Please enter accomplishments (one at a time):

Team:  -3001

Week Ending:  -3003

Accomplishment:  -3005

Planned Finish Date:  -3007  
-- mm/dd/yy

Modified Finish Date:  -3009  
-- mm/dd/yy

Status:  -3011

-3013

[View Accomplishment Reports](#) -3015

**FIGURE 30**



## View Weekly Accomplishments

Week Ending  3101

Team  3103

3105

3107

Team	Accomplishment	Completion Date (expected)	Completion Date (modified or actual)	Status
No records returned.				

FIGURE 31



## Feedback

Tell us what you think about our web site or anything else that comes to mind. We welcome all of your comments and suggestions!

---

What kind of comment would you like to send?

- ☐ Complaint
- ☐ Problem
- ☐ Suggestion
- ☐ Praise
  
- ☐ Submit Joke to "Laugh a Little"
- ☐ Submit Idea to "Live a Little!"

Please Select a Category:

Nothing Selected

Please enter your comments:

Tell us how to get in touch with you:

Name

E-mail

Phone

Other

☐ Please contact me as soon as possible regarding this matter.

---

**FIGURE 32**

---





## Discussion Forum

---

What's on your mind?

Submit Comments

Clear Comments

*After you submit your comments, you will need to reload this page with your browser in order to see your additions to the log.*

---

**Remote User:**

**Comments**

When should the next team dinner be?

---

**Comments**

maybe next monday?

---

**Comments**

---

**FIGURE 33**



## The Learning Center

Expand your industry acumen with these online resources. **Learn a Little!**

### Telecommunications

- Weekly Telecom News Bulletin
- Communications News Online Edition
- TelecomClick.com: Telephony Magazine Online

### Customer Relationship Management

- CRMDaily.com

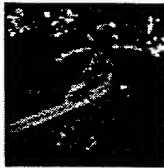
### Web-Based Course Sites

- Free Education on the Internet
- FreeSkills.com
- Blackboard.com



Have an idea or need help?

**FIGURE 34**



## The Balanced Lifestyle...

...and other sources of FUN!

What? You say you want a life outside of the office?  
Deployment Central is pleased to offer several practical  
alternatives to work. **Live a Little!**

3501



3503



3505



3507



[Submit an Idea](#)

**FIGURE 35**